

REPORT TO: PLANNING AND REGULATORY SERVICE COMMITTEE ON 27 JANUARY 2014

SUBJECT: DEVELOPMENT SERVICES PERFORMANCE REPORT – HALF YEAR 2014/15 (APRIL 2014 TO SEPTEMBER 2014)

BY: ACTING CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT, PLANNING & INFRASTRUCTURE)

1. REASON FOR REPORT

- 1.1 To inform the Committee of performance of the service for the period from 1 April 2014 to 31 September 2014.
- 1.2 This report is submitted to Committee in terms of Section III (F) (18) and (19) of the Council's Administrative Scheme relating to developing and monitoring the Council's Performance Management Framework for the Planning and Regulatory Services and contributing to public performance reporting.

2. RECOMMENDATION

2.1 It is recommended that Committee:

- (a) **scrutinises performance against Planning and Regulatory Performance Indicators, Service Plan and Complaints to the end of March 2014 as outlined;**
- (b) **welcomes good performance as indicated in the report; and**
- (c) **note the actions being taken to improve performance where required.**

3. BACKGROUND

- 3.1 The Policy and Resources Committee, at its meeting on 27 April 2010 (paragraph 12 of the Minute refers), approved the development of a Quarterly Performance Monitoring Statement document, which provides the supporting information for the Performance Management Framework. This half-yearly performance report refers to the data held within that document.

- 3.2 The Economic Development and Infrastructure Services Committee at its meeting on 23 October 2012 (paragraph 11 of the Minute refers) asked whether Transportation Planning performance indicators could also be reported to this Committee. To comply with this request the indicators are now reported to both Committees. The responsibility for oversight of the Transportation Planning indicators remains with the Economic Development and Infrastructure Services Committee.
- 3.3 Performance indicators are reviewed annually. Any changes to the indicators need approval from this committee.

4. SUMMARY OF PERFORMANCE

Performance Indicators

- 4.1 The tables below summarise performance: –

Service	No. of Indicators	Green Performing Well	Amber Close Monitoring	Red Action Required	Annual PI / Data Only
Building Standards	5	4	1	0	0
Development Management	5	1	0	0	4
Environmental Health	7	2	3	1	1
Strategic Planning and Economic Development	4	2	0	1	1
Trading Standards	6	2	0	0	4
Transportation Planning	3	0	1	0	2
Total	30	11 (37%)	5 (17%)	2 (7%)	12 (40%)
Total quarter 4	18	61%	28%	11%	

- 4.2 Performance at this stage of the year is presented across six service areas and involves 18 indicators. Eleven of which are regarded as performing well, five require close monitoring and two require action if the targets are to be met.

Service Plan

- 4.3

Number of Actions	Expected by end quarter 2	Actual by end quarter 2	Completed ahead of time
31	11	9	6

- 4.4 At the end of the reporting period 11 actions were due for completion. Nine of the actions, which were due for completion, were completed and two are overdue. Of the remaining 20 actions, six have been completed ahead of time and 14 are progressing within timescales. Overall the plan is 63% complete at the end of the reporting period.

Complaints

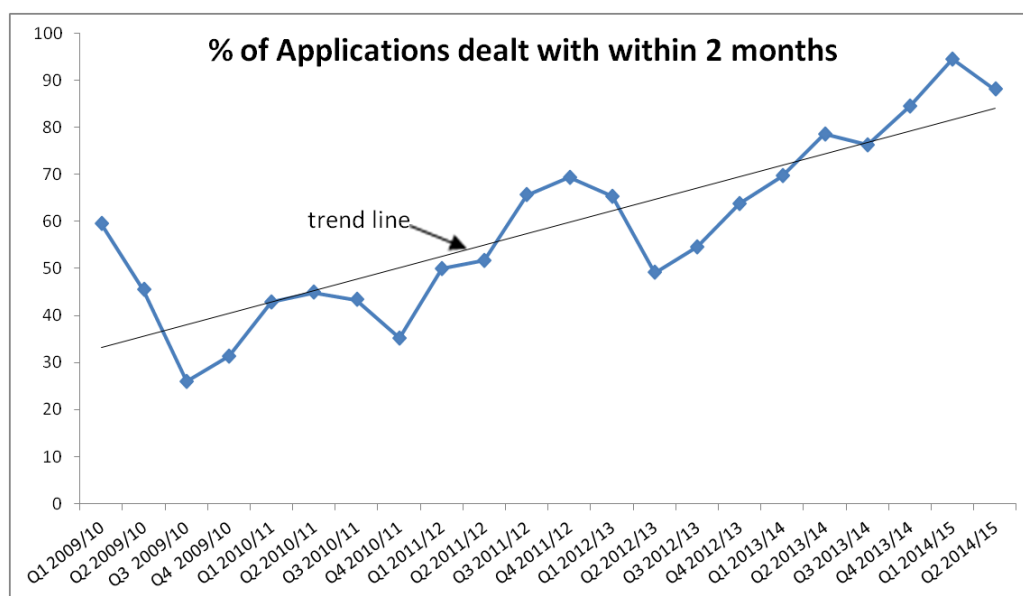
- 4.5 During quarter 1 2014/15, Development Services received five Frontline and nine Investigative complaints, all of which were responded to within timescales. One complaint was upheld and two complaints were part-upheld.
- 4.6 During quarter 2 2014/15, Development Services received eight Frontline and six Investigative complaints, all of which were responded to within timescales. One complaint was upheld and four complaints were part-upheld.

5. PERFORMANCE ANALYSIS**Areas of good performance****Building Standards**

- 5.1 The indicators which measure the response times to applications for Building Warrants, (Fast Track (ENVDV039b); Mid-Range (ENVDV041b); and Major (ENVDV043b)) continue to meet targets. The half year results for all three indicators show a slight downward and therefore an improving trend.

Development Management

- 5.2 The average time to deal with local planning applications (SDS2b) shows excellent performance in the reporting period. The average time in quarter 2 was 7.8 weeks and in quarter 1 the average time was 6.8 weeks. In both quarters the target of 10.4 weeks was surpassed by a large margin. The target of 10.4 weeks is a new target which aspired to performance which was a week better than any previous performance.
- 5.3 For this nationally benchmarked indicator the most recent national data is for Q1 2014/15. The relative improvement to other local authorities was demonstrated in the rankings when Moray's ranking improved from 22 in Q1 2013/14 to 4 in Q1 2014/15.
- 5.4 The indicator SDS2b has been measured since 2012/13 when the annual average was 16.8 weeks. In 2013/14 the measurement improved to 13.5 weeks and, for 2014/15, the average is currently 7.3 weeks.
- 5.5 Quarterly data, since Q1 2009/10, showing the improvement in the percentage of planning applications dealt with within two months is given in the graph below.



Environmental Health

- 5.6 The cost to provide the Environmental Health Service is decreasing. The indicator ENVDV215b measures the per capita cost and the costs in 2012/13 and 2013/14 reduced by 4.4% and 2.3% respectively from the previous year.

Service Plan

- 5.7 (DevS14.05) 'Development Management - Benchmarking and shared learning with other local authorities' 100%
The Heads of Planning Scotland (HoPS) Planning Performance Framework (PPF) supports performance improvement through benchmarking. The Development Management section continues to seek improvements, within the HoPS PPF, through shared learning. Benchmarking is now ongoing and meetings with benchmarking family group members are scheduled twice a year.
- 5.8 (Devs14.12) 'Environmental Health - Moray to pilot new PI's for Private Water Supplies' 100%
Moray has piloted two new indicators measuring compliance with monitoring private water supplies, and whether valid risk assessments are in place. The indicators are to be used by all Scottish local authorities to inform the Drinking Water Quality Regulator (DWQR). The DWQR has a supervisory role in overseeing the activities of local authorities in the fulfilment of their duties. For private water supplies checked in Moray the results were good. 94% of the supplies having a valid risk assessment in place and all complied with the statutory monitoring regulations.
- 5.9 (DevS14.23) 'Building Standards – Develop a system to allow applications to be submitted electronically' 100%
The system has been developed. A pilot is currently being run involving four of the regular agents to identify areas requiring further development.

Areas of performance identified for improvement

Environmental Health

- 5.10 Two inspections for high risk premises (ENVDV078a) were scheduled for quarter 2. Because of conflicting demands and pressures one of these inspections was not carried out on the scheduled day. It was subsequently done but outwith timescales:
- 5.11 There are two indicators measuring Environmental Health's response to pest control requests, one for high priority requests (ENVDV086) and one for low priority requests (ENVDV087). In quarter 2, 86% of high priority requests were responded to within timescales against a target of 95%. During the same period, 95% of low priority requests were responded to within timescales against a target of 90%. Therefore there is an apparent disconnect between the performance for low priority requests which is meeting target and the performance against high priority requests which is acceptable but requiring close monitoring.
- 5.12 When requests come in the Contact Centre categorise them as high or low priority. In the reporting period the Contact Centre categorisation of some requests differed with what would have been Environmental Health's categorisation. When this problem was identified Environmental Health and the Contact Centre met and a solution was found. The situation is now being monitored and future measurements will use the correct categorisation.

Trading Standards

- 5.13 The cost to provide the Trading Standards Service (ENVDV215a) in 2013/14 was 4.9% more per capita than the cost in 2012/13. This was in spite of the service having two less officers in 2013/14. The explanation for this is that in 2012/13 the costs of the Welfare Benefits Service and the Financial Advice Service were not included, while in 2013/14 these costs were included.
- 5.14 In 2013/14 Moray was in the bottom quartile nationally, at rank 27, for Trading Standards Costs. The indicator was first measured nationally in 2012/13. The average percentage value change from 2012/13 to 2013/14 for all authorities was 7.4%. Therefore the indicator is relatively new and there may be some variability in what is measured.

Service Plan

- 5.15 At the end of the reporting period two Service Plan actions were overdue:
- (i) DevS14.24 – 'Review and revise Charter in line with the National Charter'. progress 0% due 30 September 2014
 - (ii) DevS14.25 – 'Review and improve Customer Satisfaction Survey system' progress 10% due 31 August 2014

Both of the above are Building Standards actions. Due to other priorities, the schedule for the above actions has slipped. It is anticipated that both actions will be completed within the present financial year.

6. SUMMARY OF IMPLICATIONS

(a) Moray 2023: A Plan for the Future/Service Plan

Development Services performance indicators reflect priorities included within the Moray 2023: A Plan for the Future/Service Plan.

(b) Policy and Legal

The Council has a statutory requirement to publish a range of information that will demonstrate that it is securing best value and assist in comparing performance both over time and between authorities where appropriate

(c) Financial implications

None.

(d) Risk Implications

None.

(e) Staffing Implications

None.

(f) Property

None.

(g) Equalities

An Equality Impact Assessment is not needed because the report is to inform the Committee on performance.

(h) Consultations

None.

7. CONCLUSION

7.1 Performance within Development Services overall has been strong during the first half of 2014/15. 61% of indicators show good performance. The Service Plan for 2014/15 is 63% complete.

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